

Complaint: Related Lists

Overview

In this section, you will find information about:

- Complaint contact
- Open activities
- Activity history
- Complaint team
- Complaint comments
- Complaint history
- Google docs & Attachements

Concerned profiles:

ALL

Step By Step

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Case Customer Contacts

Case Customer Contacts

New Case Customer Contact

Case Customer Contacts Help ?

No records to display

Case Customer Contact Edit

New Case Customer Contact

Help for this Page ?

Case Customer Contact Edit

Save

Save & New

Cancel

Information

Case

00001047

Contact

Save

Save & New

Cancel

Case Customer Contacts

New Case Customer Contact

Case Customer Contacts Help ?

Action	Case Customer Contact: Name	Contact Name	Contact Role	First Name	Email
Del	R-0025	Nikola Tesla		Nikola	test23430331@test.com

It is possible to assign additional conditional contacts to the Complaint using the Case C

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er Contact related list and click on Save

Open Activities

•It is possible to assign Complaint tasks to users only from the Complaint and capture which **P**rocess this task is related to. These tasks have a priority, a due date, a close date and free text fields to capture the action and the result.

•To create a new task, the user clicks on **New Task** on the Open Activities related list.

Open Activities

Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
Edit Close	Approval required	Christian De Jong	✓	25/06/2015	In Progress	High	Christian Cano

New Task

Task Edit

Task information

Assigned To: Christian Cano

Subject: []

Due Date: [19/01/2016]

Process: --None--

Closed Date: [19/01/2016]

Action: []

Result: []

Task Record Type: Complaint Task

Related To: Case

Name: Contact - test test

Activity History

- All the activities linked to the Complaint are monitored in this related list. These activities include:

Activity History

[Log a Call](#) [Send an Email](#) [View All](#)

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit	Email Case Closure Notification	Christian De Jong	✓	24/06/2015	Christian Cano	24/06/2015 11:15
Edit	Investigation start validation	Christian De Jong	✓	24/06/2015	Christian Cano	23/06/2015 14:18
Edit	Investigation start validation	Christian De Jong	✓	24/06/2015	Christian Cano	23/06/2015 14:15
Edit	Email Accusé de réception de votre plainte	Christian De Jong	✓	15/05/2015	Christian Cano	15/05/2015 16:49
Edit	Email Case Closure Notification	Christian De Jong	✓	15/05/2015	Christian Cano	15/05/2015 9:49

[Show more »](#) [Go to list »](#)

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Case Team

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Case Team					
Update Case Team Members					
Action	Team Member	Member Role	Case Access	Visible In Customer Portal	Modified By
Remove	User John Smith	Case Team Member	Read/Write	☐	Christian Cano, 19/01/2016 15:53
Remove	User Laurie Clark	Case Team Member	Read/Write	☐	Christian Cano, 19/01/2016 15:53
Remove	User David Ramirez	Case Team Member	Read/Write	☐	Christian Cano, 19/01/2016 15:53

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/ write access to the Complaints department pending ongoing their of issues.

Case Comment

• This related activities list can be used to provide an overall all comment on the Complaint.

Case Comments	
New	
Action	Comments
Edit Delete	Christian Caga/lee Jul 14 09:07:55 GMT 2015 The investigation part is completed.

Case History

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Case History		
Date	User	Action
2015-07-15 19:39:47	Christian Cano	Changed Contact from John Smith to John Wayne
		Changed Contact from 00325000001kQW5AA2 to 00325000001kvhXAAQ
2015-07-15 17:37:41	Christian Cano	Changed Status from Under Investigation to Under Review
2015-07-15 16:09:30	Christian Cano	Changed Status from Acknowledgement Sent to Under Investigation
		Changed Severity from Anomaly to Minor
2015-07-15 15:58:42	Christian Cano	Changed Status from Under Investigation to Acknowledgement Sent
2015-07-15 15:47:27	Christian Cano	Changed Status from Acknowledgement Sent to Under Investigation
2015-07-02 18:08:52	Christian Cano	Changed Status from New to Acknowledgement Sent
2015-07-02 17:18:52	Christian Cano	Changed Severity from Minor to Anomaly
2015-07-01 16:05:11	Christian Cano	Created
		Changed Owner (Assignment) from Christian Cano to NoveCare
Show More		

• This allows to observe rounds and what happened.

Google Docs & Attachments

1

Documents can be attached to the Complaint in 2 different ways

-Add Google Doc: add an existing document from its Google Drive URL

Google Docs & Attachments

Add Google Doc

Attach File

No records to display

Add Existing Google Doc

00001021

Add Existing Google Doc

Save

Cancel

Add an existing Google Doc to 00001021

Google Doc Name

Google Doc URL

Take me to Google Docs

Save

Cancel

Add Google Doc

Select a name for your Document and fulfill the URL.

2

Documents can be attached to the Complaint in 2 different ways

-Attach a file: add an document from your computer.

Google Docs & Attachments Add Google Doc Attach File

No records to display

Attach File to Case 00001369

1. Select the File
Type the path of the file or click the Browse button to find the file.
Choose File No file chosen

2. Click the "Attach File" button.
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
Attach File

3. Click the Done button to return to the previous page.
(This will cancel an in-progress upload.)
Done

Step 1
Select your file from your Computer

Step 2
Click on "Attach File"

Step 3
Click on "Done" and the Document will be saved.

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Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [Complaint: Reporting on Complaints](#)

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>

SOLVAY

FAQ Demo sign-in Contact us EN FR

500114 We're here to help

Your subject

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)

Attach documents Priority Low Submit

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example